

Comprehensive Electronic Order Viewer and Automated Charging for Laboratory Orders

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Aim

To enhance operational efficiency by synchronising doctors' orders in SCM, with appointment information in OAS, and to automate charging of outpatient laboratory orders performed.

Background

In July 2012, at the CGH IT Visioning Workshop, a gap was identified between order and appointment information flow between Sunrise Clinical Management (SCM) and Outpatient Administrative System (OAS), as there was no exchange of order information. This results in:

- Staff were unclear of orders on arrival that were to be performed for each appointment - staff referred to hard copies, casenotes, and SCM to determine the orders.
- Staff were required to key in the service codes into OAS, by transcribing the service code on the order form.

Methodology

May 2013: Requirement gathering with key stakeholders and workflow discussions of the future state

Mar 2014: Development of 'iSync' system and the new interfaces by system vendors

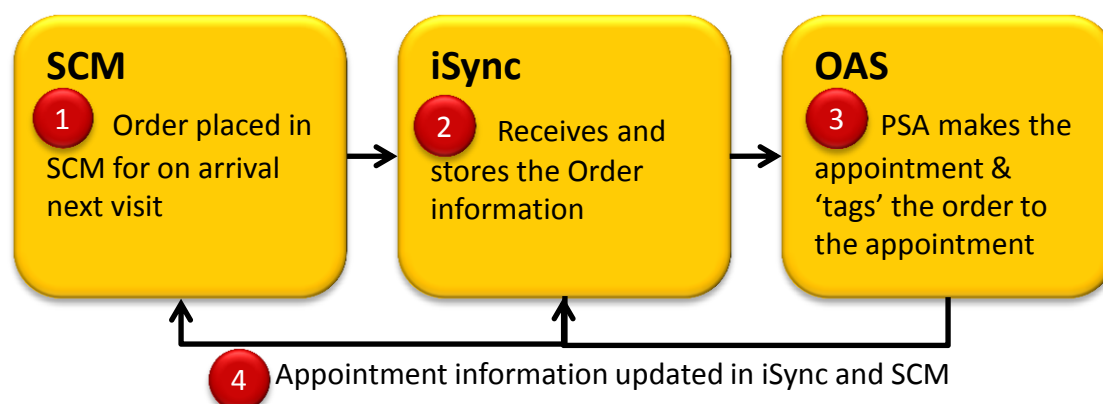
Aug 2014: System testing by users

Oct 2014: System and workflow training to staff

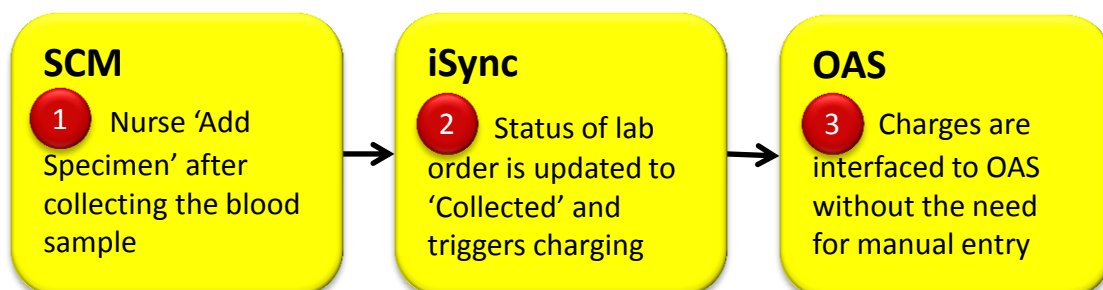
Nov 2014: Data migration of existing orders to iSync

Dec 2014: Launch of iSync order viewer and automated charging

Synchronisation of Orders in SCM and OAS:



Automated Charging of Laboratory Orders:



Benefits

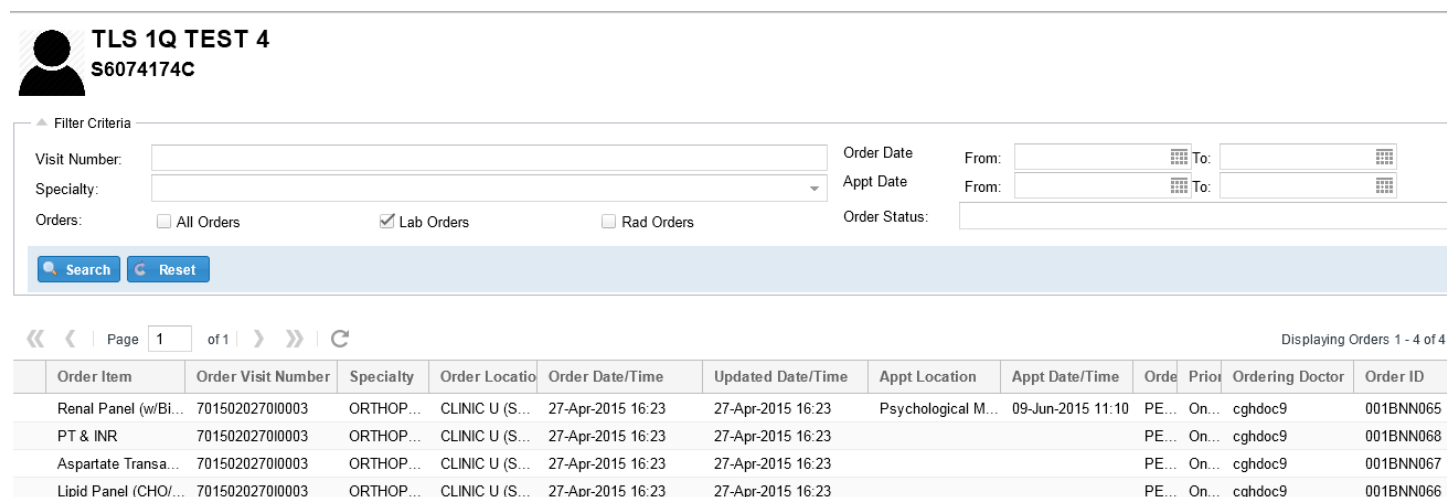
- Increased visibility and accuracy of orders to be done for each appointment
- Reduced transcriptions:
 - Specialised investigation orders interfaced to OAS as a pending TCU request for appointment making, with relevant appointment information
 - No need to enter service codes as 'Service on-arrival' and for charging
- Increased efficiency: Est. savings of 6 hours per day at all SOC's due to reduction in time required for Appointment making and billing

May 2015 data		Per month	Avg Per day
Service OA Entry & Appt Making	Total no. of tagged orders	26,428	1,321
	No. of patients with tagged orders	9,401	470
	Savings in hours (Est. 20 seconds per patient)	52	3
Charging	Total no. of charges *	25,920	1,296
	No. of patients with charges	7,234	362
	Savings in hours (Est. 30 seconds per patient)	60	3
Total Estimated Savings (in hours)		113	6

* Higher no. of charges per patient than orders due to battery tests.

NEW 'iSync' system developed:

- Stores Order information, including status and priority
- Shows Appointment Information for the 'tagged' orders, including orders to be done in the upcoming week
- Triggers charging for Laboratory orders performed



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S6074174C

Filter Criteria

Visit Number:

Specialty:

Orders: ☐ All Orders ☒ Lab Orders ☐ Rad Orders

Order Date: From: To:

Appt Date: From: To:

Order Status:

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Displaying Orders 1 - 4 of 4

Order Item	Order Visit Number	Specialty	Order Location	Order Date/Time	Updated Date/Time	Appt Location	Appt Date/Time	Order	Prior	Ordering Doctor	Order ID
Renal Panel (w/Bi...	701502027010003	ORTHOP...	CLINIC U (S...	27-Apr-2015 16:23	27-Apr-2015 16:23	Psychological M...	09-Jun-2015 11:10	PE...	On...	cghdoc9	001BNN065
PT & INR	701502027010003	ORTHOP...	CLINIC U (S...	27-Apr-2015 16:23	27-Apr-2015 16:23			PE...	On...	cghdoc9	001BNN068
Aspartate Transa...	701502027010003	ORTHOP...	CLINIC U (S...	27-Apr-2015 16:23	27-Apr-2015 16:23			PE...	On...	cghdoc9	001BNN067
Lipid Panel (CHO/...	701502027010003	ORTHOP...	CLINIC U (S...	27-Apr-2015 16:23	27-Apr-2015 16:23			PE...	On...	cghdoc9	001BNN066

Conclusion

Through this initiative, order and appointment information is synchronised across SCM, iSync and OAS and automated charging for laboratory orders is achieved. There are future plans to extend iSync to contain other types of orders and to automate the manual ordering processes for other systems.